

2002 Consumer's Guide

MC+ Managed Care in Missouri



MC+ Managed Care

MC+ is a health insurance program that pays for health care. It gives individuals access to doctors, hospitals and other health care providers. MC+ managed care members must meet income guidelines to be eligible. In order for some people to qualify, they can not have had health insurance for the past six months. Some MC+ managed care members may have to pay a premium, copay or both. Premiums and copays are determined by family income. Each MC+ Managed Care member must have a Primary Care Provider (PCP). A PCP manages a member's health care. Some areas of the state do not have MC+ managed health care plans. Eligible people living in those areas will receive health care services through the MC+ Fee-for-Service program. MC+ Fee-for-Service members must go to MC+ approved providers for health care. Call 1-800-392-2161 for a list of MC+ approved providers.

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Know Your Rights

You have the right to:

- ◆ Be treated with respect and dignity
- ◆ Receive needed medical services
- ◆ Have privacy and confidentiality (including minors) subject to state and federal laws
- ◆ Select your own PCP
- ◆ Refuse care from a specific provider
- ◆ Receive information about your health care and treatment options
- ◆ Participate in decision-making about your health
- ◆ Have access to your medical records
- ◆ Have someone act on your behalf if you are unable to do so
- ◆ Receive information in a manner and format that can be easily understood
- ◆ Receive information on physician incentive plans, if any
- ◆ Be free of restraint or seclusion from a provider who wants to:
 1. Make you do something you should not
 2. Punish you
 3. Get back at you
 4. Make things easier for him or herself
- ◆ Be free to exercise these rights without retaliation

Know Your Responsibilities

Learn the rules of your MC+ managed care plan before you get medical care. You have a responsibility to:

- ◆ Pick a primary care provider (PCP)
- ◆ Make and keep appointments, or call ahead to cancel
- ◆ Ask questions about your health care, talk to your PCP or managed care plan
- ◆ Call your PCP before you get care from another provider, or you may have to pay the bill
- ◆ Use urgent care facilities for urgent health care conditions that are not emergencies
- ◆ Eat right, exercise, get regular checkups, don't smoke and follow your PCP's instructions

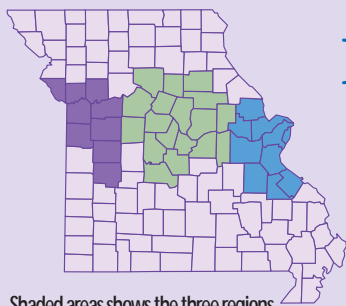
To find out about your rights, phone:

1-800-392-2161

or write: Recipient Services
Missouri Division of Medical Services
P.O. Box 6500
Jefferson City, MO 65102.

All Plans Averages and Quality of Care Symbols Explained

The numbers on the "All Plans Averages" line show the percent of plan members that received the care or were satisfied with the care shown in the header at the top of that column. For example, under the "Waited Less Than 15 Minutes" column, 69% (or 69 out of every 100 members) is the average number of members that waited less than 15 minutes to see a doctor — of all MC+ plans. So, here, an Average (●) for a specific plan means that the plan scored close to the All Plans Average of 69%. A High (●) or Low (○) symbol in any column means the plan scored well above or well below the column average for All Plans.



Shaded areas shows the three regions where MC+ Managed Care Plans offer coverage

MC+ Managed Care Plan Performance

Women's Health

Chlamydia Screening For Sexually Transmitted Disease

Check-Ups For Cervical Cancer Pap Test

Depression

Educational For People At Risk For Depression

Eastern Region

Community Care Plus	●	◐	none
HealthCare USA of Missouri	●	○	none
Mercy MC+	○	○	none

Central Region

HealthCare USA of Missouri	○	●	none
Missouri Care Health Plan	●	●	YES

Western Region

Blue Advantage Plus	○	●	none
Family Health Partners	●	●	YES
FirstGuard Health Plan	●	●	none
HealthCare USA of Missouri	◇	◇	◇

All Plans Averages

43%

55%

Female plan members (ages 16-26) who are sexually active and had at least one test for chlamydia (an STD) during the past year.

Women (ages 21-64) who had a pap test in the past two years.

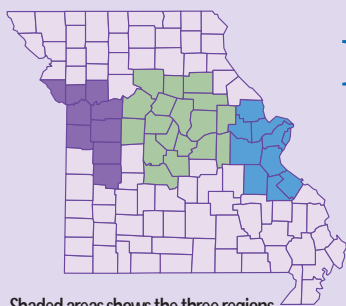
Plan provides educational information to members who are at risk for serious depression.

Case Management helps patients manage their health care for diseases or health problems.

Educational Information helps patients understand diseases and methods for treating them.

Quality of Care Symbols*

- — High/Good
- ◐ — Average
- — Low/Needs Improvement
- NA — Numbers too small
- ★ — Plan not required to report Member Satisfaction
- ◇ — New plan in the Western Region



Shaded areas shows the three regions where MC+ Managed Care Plans offer coverage

MC+ Managed Care Plan Performance

Children's Health

MC+ Plan

Eastern Region

Community Care Plus	○	●	○	none	YES	●
HealthCare USA of Missouri	●	○	○	none	YES	○
Mercy MC+	●	○	○	YES	YES	○

Central Region

HealthCare USA of Missouri	●	●	○	none	YES	○
Missouri Care Health Plan	NA	●	●	YES	YES	○

Western Region

Blue Advantage Plus	●	●	○	none	YES	●
Family Health Partners	●	●	●	YES	YES	●
FirstGuard Health Plan	●	●	●	YES	YES	●
HealthCare USA of Missouri	◇	◇	◇	◇	◇	◇

All Plans Averages	57%	47%	28%			29%
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Child members (ages 5-9) who have persistent asthma and are being given acceptable medications for long term control of asthma.

Children who turned 2 in the past year and that received vaccinations.

Plan members (ages 12-21) who had an adolescent well care visit during the past year.

Plan provides case management to members who are at risk for alcohol/substance abuse.

Plan provides educational information for members who are at risk for poisoning from lead.

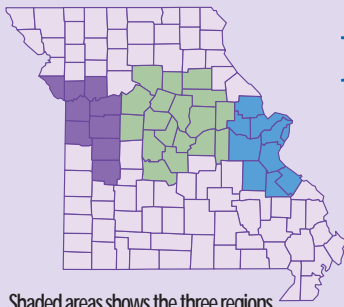
Children and young adults (ages 4-21) who had one or more dental visits during the past year.

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MC+ Managed Care Plan Performance

MC+ Plan

Member Satisfaction

Getting Needed Care	Member Satisfaction And Member Service	How Well Doctors Communicate	Wait Less Than 15 Minutes	Overall Rating of Health Plan
(1)	(2)	(3)	(4)	(5)

Eastern Region

Community Care Plus	●	●	●	●	●
HealthCare USA of Missouri	●	●	●	●	●
Mercy MC+	●	●	●	●	●

Central Region

HealthCare USA of Missouri	●	●	●	●	●
Missouri Care Health Plan	●	●	●	●	●

Western Region

Blue Advantage Plus	●	●	○	●	●
Family Health Partners	●	●	●	●	●
FirstGuard Health Plan	★	★	★	★	★
HealthCare USA of Missouri	◇	◇	◇	◇	◇

All Plans Averages	84%	76%	91%	69%	79%
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Response Descriptions for Satisfaction Categories Above

- (1) No problem getting good doctors and nurses, referrals, and necessary care.
- (2) No problem with paperwork, written materials or help from customer service.
- (3) The doctor spends enough time with your child listening to what you have to say and explaining things so that you understand them.
- (4) No problem seeing doctor within 15 minutes.
- (5) Overall rating of health plan.

Case Management helps patients manage their health care for diseases or health problems.

Educational Information helps patients understand diseases and methods for treating them.

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Member Services Telephone Numbers

MC+ Plan	Customer Service Nurse Helpline	
Blue Advantage Plus	816-395-2119	800-693-7153
Blue Cross Blue Shield KC		
Community Care Plus	800-875-0679	800-875-0679
Family Health Partners	800-347-9363	800-347-9363
FirstGuard Health Plan	888-828-5698	888-427-2286
HealthCare USA	800-566-6444	800-475-1142
Mercy MC+	800-796-0056	800-811-1187
Missouri Care	800-322-6027	888-884-2401

*You may contact the following State agencies about
MC+ managed care plan problems.*

Division of Medical Services

1-800-392-2161

Department of Insurance

1-800-726-7390